

## Dear customer:

To maintain reliable service, meet new regulations for water quality, and satisfy increasing demand for water, the Manchester Water Works is upgrading and expanding the Lake Massabesic water treatment plant.

This pamphlet explains:

- *Why the improvements are needed*
- *What improvements will be made*
- *How the improvements will affect your water rates*

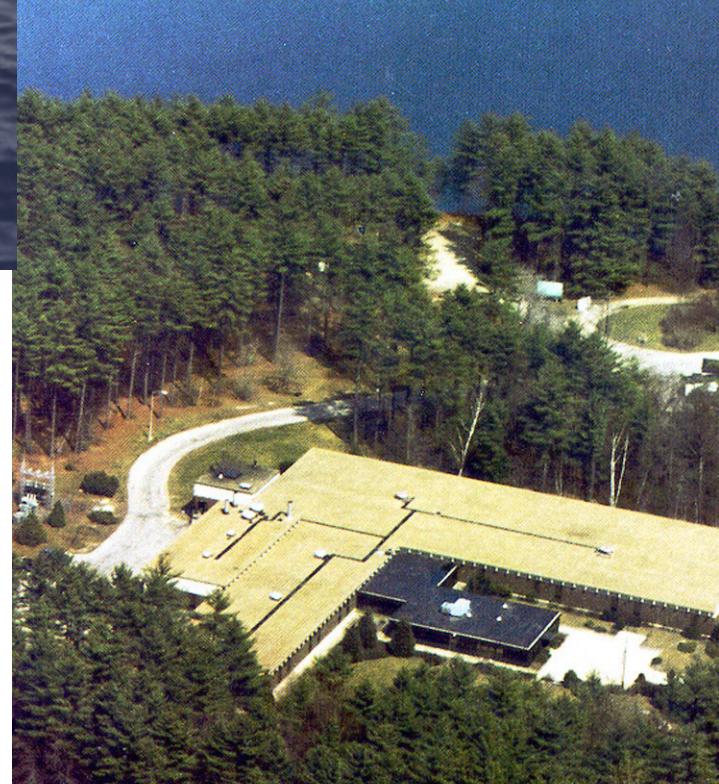
MWW is pleased to provide this information about upcoming water treatment plant improvements and the impact on water rates. We will keep you informed as these changes unfold.

*Cette brochure contient des informations importantes concernant les propositions d'amélioration de votre eau et les changements de tarif correspondant. Si vous avez des questions concernant cette information, veuillez la faire traduire ou contacter le Département des Eaux de Manchester (Manchester Water Works).*

*Este pamflete contiene información importante sobre mejoramientos propuestos para su sistema de agua así como cambios anticipados a su tarifa de agua. Si usted tiene alguna pregunta respecto a esta información, traduzcala o comuníquese con la oficina de la Empresa de Agua Potable de Manchester (Manchester Water Works).*

*Manchester Water Works  
281 Lincoln Street  
Manchester, NH 03103  
603-624-6494*

Manchester Water works invites our customers to become involved with their water supplier. Your Board of Water Commissioners meets monthly at our offices. Please feel free to call for information about dates and times. You can find out more about Manchester Water works on the Internet at [www.ci.manchester.nh.us/citygov/wtr/](http://www.ci.manchester.nh.us/citygov/wtr/)

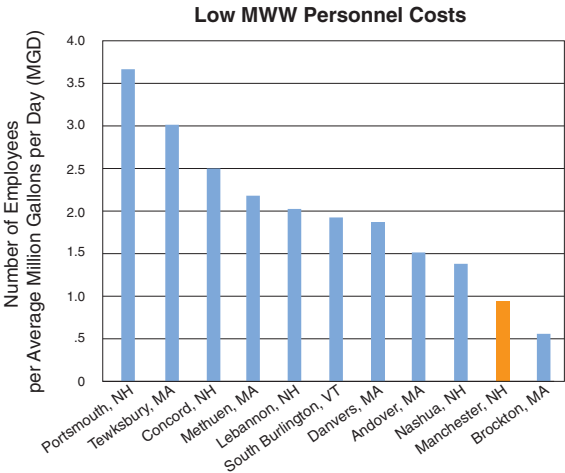


**Fall 2002**  
**Manchester Water Works**  
***An update on our  
water treatment plant  
improvement project***

# Lake Massabesic Plant History

The Manchester Water Works (MWW) is the largest water provider in New Hampshire. MWW serves 140,000 customers — about 12% of the state’s population — in Auburn, Bedford, Derry, Goffstown, Hooksett, and Londonderry, as well as Manchester itself.

Manchester’s water supply is drawn from Lake Massabesic, located in East Manchester and Auburn. The Lake Massabesic water treatment plant purifies water from the lake by removing algae, color, tastes, and odors. Since its construction in 1974, the plant has processed over 150 billion gallons of water without any disruption in service or any violation of water quality standards.



Despite a significant increase in unscheduled downtime experienced with the MWW aging filters and mechanical equipment, the plant’s management and operations have been highly efficient. MWW costs for operations and maintenance, electrical use, chemicals, and personnel are substantially lower than those of comparable water providers.

MWW rates are among the lowest in the state — consumers pay \$167 per year compared to a statewide average of \$279 and there have been no rate increases in 12 years.

## Low MWW Chemical and Electrical Costs

